



Bob Holden
Governor

Jacquelyn D. White
Commissioner

State of Missouri

OFFICE OF ADMINISTRATION

Commissioner's Office

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October 1, 2004

The Honorable Bob Holden
Governor, State of Missouri
Executive Office, State Capitol
Jefferson City, Missouri

Dear Governor Holden:

Last year the talented and inventive employees of the Office of Administration once again met the challenge to find savings and create efficiencies in state government. We are pleased that our demonstration of leadership in better managing the use of state resources continues to improve.

Highlights of achievements in FY04 include:

- *2004 Governor's Award for Quality and Productivity* awarded to the MRI Mail Team for reducing annual mailing costs by over \$1.8 million and reducing mail volume by 12%.
- *2004 Governor's Award for Quality and Productivity* awarded to the Charitable Campaign Team for enhancing employee privacy, improving operations and fiscal accountability, increasing employee participation by 15%, and reducing overall administrative costs by 24%.
- St. Louis Regional Convention and Sports Complex Authority refinanced their debt, which generated a \$9.4 million cash payment to the State of Missouri.
- Board of Fund Commissioners issued the Series A 2003 Refunding, which realized a debt service savings of \$11.4 million.
- Implemented the *Missouri Smart Buy Program* to ensure the proper mix of quality, service and price on the procurement of goods and services.
- Released the *State of Minority Business Report* highlighting the achievements of this administration in fostering economic opportunities in state government for minority businesses.
- Developed new budget documents for FY06 as a result of an interagency improvement project, with a goal of decreasing time spent on budget preparation and increasing customer satisfaction with the budget documents.
- Transferred Missouri Assistive Technology Council and Governor's Council on Disability from Department of Labor and Industrial Relations and Minority Business Advocacy Commission from the Department of Economic Development to Office of Administration per Executive Orders 04-05 and 03-06, respectively.
- Fully staffed the Office of the Child Welfare Ombudsman established under Executive Order 02-22.
- Disparity Study Oversight Review Committee issued report assessing the Minority/Women Business Enterprise program and recommending five strategies to increase M/WBE participation in the state.
- Implemented the early retirement incentive plan for state employees.
- Enhanced downtown revitalization and historic preservation efforts with regard to leased state offices per Executive Order 01-22.



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- Created a "Best Practices" document for agencies to use in a self-audit of telecommunication services.
- Re negotiated a new Plexar contract with Southwestern Bell Communications for local service for an annual savings of \$1,200,000.
- Enrolled over 13,000 Missourians in a new program, SHAPE UP MISSOURI, an eight week fitness challenge designed to encourage physical activity with the desired goal of reducing obesity and related chronic diseases..

The fiscal year 2006 Office of Administration Strategic Plan follows the roadmap for improved business functioning established in 2003, which citizens can understand. Measurable cost savings and business processes have been identified, and we continue our commitment to showing taxpayers that their dollars are spent wisely and prudently.

Sincerely,

Jacquelyn D. White

Commissioner